

Family Charter

Four Seasons will seek to understand and recognise the range of emotions that may be experienced when a relative is living with dementia.

This Charter demonstrates the support I can expect to receive as a family member, how you will value our input, alongside providing special experiences for my relative.



Providing the right care I can trust you to:

- Continuously monitor my relative's health and wellbeing and deliver the right care for them
- Invite me to care planning meetings to formally meet the care team and discuss my relative's care and support
- Engage with me so that you fully understand my relative's personality, background, hobbies, likes and dislikes



Making it work You commit to:

- Support me to keep my emotional connection with my relative and to spend quality time together
- Communicate information to me in the way I have chosen and find most useful
- Use what you learn about my relative to improve how you care and support them
- Support me and the rest of my family when times get hard



Keeping me informed You commit to:

- Inform me of changes to my relative's health and wellbeing, following their consent
- Enable me to have the opportunity to regularly provide feedback
- Say sorry and put it right if you don't get it right



Respecting my rights You commit to:

- Listen to my thoughts and acknowledge and act upon any concerns or suggestions I may have
- Treat me as an individual and respect my Human Rights
- Not discriminate against me because of age, disability, race, sexual orientation, gender, religion or social status
- Ensure the information I tell you about my relative is respected and kept confidential



End of life care I can trust you to:

- Help me understand any changes in my relative's health and wellbeing and the care provided
- Discuss end of life care and how I wish to be involved in supporting decisions for my relative
- Provide me with guidance on making appropriate arrangements if needed
- Support me and my family during our time of sadness and grief